As an affiliate of Advocate Aurora Health, our purpose is to help people live well. Our process begins with our Community Health Needs Assessment (CHNA), for which we obtain input from community members, public health representatives, and community partner organizations. We use that information to prioritize identified community health needs and develop a Community Health Implementation Strategy (CHIS) plan with specific targets and measures for the needs we are best positioned to address. This report shares highlights of progress we made on our plan in 2021. To see our most recent CHNA report and CHIS plan, please visit www.aurora.org/commbenefits.

In 2020, Advocate Aurora’s community benefit programming efforts pivoted and transformed to meet the newly identified significant health needs of the community during the COVID-19 pandemic and that work continued through 2021. Implementation remained delayed for some previously planned programs, and activities for some existing programs were applied differently or were temporarily paused. This allowed our team members and resources to be redirected to focus on the community’s need to prevent and control the spread of COVID-19.

Priority #1 | Access to Innovative Care and Services

Focus | Access to care

Access to Innovative Care and Services is about creating conditions in our hospital, across our health system and in our community to provide accessible, available, affordable, and targeted health care and health services to support everyone’s ability to live well. Access to care offers an opportunity to detect and treat disease at an earlier stage, improve overall health, prevent disease and disability, and reduce preventable deaths. To address this in 2021:

- 644 patients who arrived at our Emergency Department (ED) seeking non-emergent care and did not have a primary care physician were seen by an Aurora Health Care primary care provider within 28 days following their ED visit.
- 49 appointments were scheduled in our ED through the Milwaukee Health Care Partnership (MHCP) ED Care Coordination (EDCC) program to help people establish a medical home with a Federally Qualified Health Center. More information about this program and our work with MHCP can be found by visiting www.mkehcp.org.
- 262 prescriptions were provided free of cost through our Essential Medication Fund to uninsured patients who had no resources for medications upon discharge.
- 132 new people received intensive case-management through Aurora's Coverage to Care program. The case manager managed an average of 80 active cases each quarter.
• 148 Milwaukee County refugees were served through the Refugee Health Coordination Program. This program assures refugees receive a comprehensive health assessment upon U.S. arrival, ensures refugees receive culturally competent care, and links people to a health home.

• 44 people were served by a social worker through the Returning Citizen program, which started in October 2020. This program was developed to link formerly incarcerated people with a health home and increase access to appropriate levels of care as they transition from incarceration to life in the community.

Additionally, Advocate Aurora Health and our hospital has collaborated with the Bread of Healing Clinic (BOH) for the last 21 years to serve community members experiencing financial or other barriers to quality health care. Bread of Healing operates clinics out of three locations on Milwaukee's North Side, including Cross Lutheran Church, Eastbrook Church and Florist Clinic at Traveler’s Rest Ministries.

• In 2021, BOH saw approximately 1,400 patients with 5,800 visits across the 3 clinics. They see 5 patients every month for our Specialty Access for Uninsured Patients (SAUP) program and their dental clinic has seen approximately 130 patients for cleaning with our volunteer dentist seeing half of those patients. BOH welcomes 20 new patients every month with 5 being hospital discharges. Visit www.breadofhealingclinic.org/ to learn more about this clinic and their service offerings.

Focus | Supporting our LGBTQ Community Members

Our hospital is also committed to closing health disparities faced by the LGBTQ Community. We care about the health and well-being of lesbian, gay, bisexual, transgender, queer and questioning people and their families and welcome all to experience quality health care that celebrates every patient as who they are.

Our LGBTQ Task Forces and LGBTQ Community Advisory Council help us build and maintain safe and affirming site of care for consumers. Additionally, in 2021:

• 3 education sessions on culturally competent LGBTQ healthcare and health disparities were held with 510 attendees.
• Maintained our Advocate Aurora Health LGBTQ Health webpage, outlining the services provided for LGBTQ patients. The page experienced 4,768 unique hits.

Priority #2 | Access to Behavioral Health Programs and Services

Focus | Behavioral Health: Mental Health and Substance Use

Behavioral health, which includes treatment and services for mental health conditions and substance use disorder is a growing public health concern and was identified as a top health issue in our hospital’s most recent Community Health Needs Assessment. In response to this identified critical need in 2021:

• 1,497 people were assessed by an Aurora Behavioral Health services team member in the ED and received expedited referrals as appropriate for behavior health services.
• 70 team members completed Verbal Defense and Influence (VDI) training on how to manage aggressive behavior.
• 1,628 team members were trained in Trauma-Informed Care.
• 120 pounds of medication was collected through the drug take-back box located on the hospital campus to be safely and securely discarded.
Priority #3 | Address the underlying causes of persistent health problems

The socioeconomic and environmental conditions where people live, work, learn, play and pray have a direct impact on a wide range of wellness and quality of life outcomes. The Advocate Aurora Health Community Strategy provides an overarching framework for the health system centered on six areas of focus which include: access to innovative care; access to behavioral health; workforce development; community safety; housing; and food security. Our CHIS aligns with the Advocate Aurora Community Strategy, but this plan is unique to the health needs of the community we serve.

Focus | Housing and Food Security

Social determinants of health are the structural elements and conditions in which people are born, grow, live, work, and age. They include factors such as socioeconomic status, the physical environment, and social support networks, as well as factors like access to healthy food and safe housing. In 2021:

- 64 people were provided access to a housing navigator who facilitate linkages to permanent housing through the Milwaukee Health Care Partnership Housing Initiative.
- 9 women were served through the Safe Home Environment (SHE) program.
- 46 people were discharged to the respite beds located at the Salvation Army.
- 391 ED patients were linked to community resources to address social determinants of health.
- 1,446 women, 1,872 infants and 5,860 children were served through the WIC Special Supplemental Nutrition Program office located on our hospital campus.

Focus | Community Safety - Infant Mortality

Raising awareness and providing education around infant health and safety is important for preventing illness and unintentional injury and keeping babies well. In 2021:

- 783 baby boxes were distributed to parents who birthed at Aurora Sinai.

Our hospital and Aurora Family Service partner with the City of Milwaukee Health Department and other organizations to offer the Family Enrichment program. In 2021:

- 141 people received support, information, and guidance including prenatal care coordination, childcare coordination, and parenting education through our Family Enrichment Program.
- 96% of parents/caregivers reported improvement in their parenting/caregiving skills.
- 91% of parents/caregivers reported improvement in coping and a reduction in stress.
Sexual violence can have harmful and lasting consequences for survivors, families, and communities including, but not limited to, unintended pregnancy, sexually transmitted infections, long-term physical consequences, immediate and chronic psychological issues, health behavior risks, and financial costs.

During 2021, our hospital’s Forensic Nurse Examiners (FNEs) provided trauma-informed care and follow-up referrals for 467 people at our hospital. Additionally out FNEs and Advocates:

- Answered 1,868 calls from survivors and the public on the 24-hour crisis phone line.
- Provided personal advocacy and liaison services through 131 accompaniments to emergency medical care, 148 accompaniments to forensic exams, and 102 accompaniments to law enforcement interviews.
- Completed 252 individual advocacy encounters and 375 forensic exams or interviews/medical evidence collection.
- Assisted survivors through 10 interventions with employers, creditors, landlords or academic institutions, and provided 17 transportation assists, 9 Interpreter service encounters, 22 crisis interventions, 6 on-scene responses, and 14 support groups.
- Facilitated 14 community education/prevention/outreach presentations with 402 attendees total.

Additional Aurora Healing and Advocacy services in 2021 included:

- 3,859 individual and group counseling sessions provided for people, including 36 new survivors, at The Healing Center on Bruce Street.
- 77 people received support services and medical care related to sexual assault through The Healing Center at Sojourner Family Peace Center.
- Support services and medical care for 112 new women who entered our Safe Mom Safe Baby program:
  - 23 women received intensive support.
  - 105 new and existing program participants reported improved safety behaviors.
  - 37 women gave birth, with 36 reaching full term.
- Services for 253 people through our Domestic Violence Services program.

Our hospital team members also actively participate in local coalitions and partnerships addressing Community Safety including the Milwaukee Health Care Partnership (https://mkehcp.org/) Human Sex Trafficking and Resource Navigation program and the Near West Side Partners (https://nearwestsidedemke.org/).

Focus | Workforce Development

Our hospital team members remained committed to supporting health professions students of all levels and from various programs seeking educational opportunities, including continuing education for current emergency medical service (EMS) professionals. During 2021:

- 63 job fairs took place within our service area, resulting in 42 people accepted job offers from Advocate Aurora Health.
- 64 paid training positions were filled in our service area. Of those that completed the program, 52 people accepted job offers from Advocate Aurora Health.
- 1 student participated in the three-year culinary apprentice program.
- 32 training hours were provided for MPS high school students with cognitive or physical limitations.
Priority #4 | Covid-19 Pandemic Response

The COVID-19 pandemic brought significant changes to the ways people work, communicate, learn, play, eat, socialize, and receive health care. As COVID-19 raced across our community, our team members answered the call to serve at the front lines of the pandemic.

Focus | COVID-19 Testing and Vaccinations

Our vaccination strategy started in late 2020 with our team members who were providing care to patients and community members. In 2021, we were able to open our vaccination clinics to community members. Throughout 2021, 7,262 people were partially vaccinated and 7,813 people were fully vaccinated through our hospital.

Community benefits by the numbers

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance (charity care) at cost*</td>
<td>$3,703,000</td>
</tr>
<tr>
<td>Medicaid shortfall at cost*</td>
<td>$24,909,000</td>
</tr>
<tr>
<td>Other means-tested programs at cost*</td>
<td>$693,000</td>
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<tr>
<td>Subtotal*</td>
<td>$29,305,000</td>
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<tr>
<td>Community health improvement and education services, and community benefit operations</td>
<td>$332,774</td>
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<tr>
<td>Health professions education and GME***</td>
<td>$17,223,781</td>
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<tr>
<td>Subsidized health services</td>
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<tr>
<td>Other cash and in-kind contributions</td>
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<tr>
<td>Subtotal</td>
<td>$17,700,473</td>
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<tr>
<td>Language assistance services***</td>
<td>$238,482</td>
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<tr>
<td>Volunteer services***</td>
<td>$177,398</td>
</tr>
<tr>
<td>Total 2021 Community benefits</td>
<td>$47,421,353</td>
</tr>
</tbody>
</table>

*cost-to-charge ratios are based on Wisconsin Hospital Association percentages.

** Advocate Aurora Health has elected to exclude Medicare shortfalls and bad-debt expenses from individual hospital community benefit calculations for our Wisconsin Hospitals.

*** In 2018, Advocate Health Care in Illinois and Aurora Health Care in Wisconsin joined to create Advocate Aurora Health. The State of Illinois requires the inclusion of graduate medical education expenses and the provision of non-employee volunteer and language-assistance services in community benefit reporting. These categories have been added to the Advocate Aurora public hospital reports in Wisconsin to create consistency across all Advocate Aurora Health community benefit reports.

Give well. Together, we have the power to transform care and create a stronger community.

During 2021, a total of 136 hospital team members pledged $214,670 to the Advocate Aurora Team Member Giving Campaign. The campaign supports more than 1,300 local not-for-profit funds, including Advocate Aurora Health funds, local United Way agencies, and other not-for-profit organizations responding to important community health needs.

People like you have helped Advocate Aurora Health serve communities for more than 100 years. Through your charitable gift, you can carry on that inspiring tradition of partnership. Together we can make a difference in the lives of the people and families who need us most. Visit www.advocateaurorahealth.org/foundations/ to learn more about the many ways you can give.